

# Evolving to a Paperless Office

*Get Off That Paper Trail!*

Enterprise Content Management

# Today's agenda

- Overview of ECM
- Capturing and Managing Content
- Storing and Delivering Content
- Questions and Answers

# What is Enterprise Content Management (ECM)?

- Technologies used to capture, manage, store, preserve, and deliver content and documents related to organizational processes.
- ECM capabilities manage and integrate traditional, **paper-based** content types and new **electronic** content types.
- Also known as
  - Integrated document management
  - Digital asset management
  - Integrated document and content management
  - Total content management

Source: Association for Information and Image Management (AIIM)

# Why do you need ECM?

# What are you trying to accomplish?

- Improve efficiency
- Faster turnaround, improved response
- Better customer service
- Reduce costs
- Upgrade existing system
- Risk management/business continuity
- Compliance

Source: "Capture and Scanning in Government" Survey, February 2005, Association for Information and Image Management (AIIM)

# What are the key challenges that you face?

- Justify the investment, gain commitment
- Change management
- Content control, data migration, classification
- Get employee commitment
- Understand and specify requirements

Source: "Capture and Scanning in Government" Survey, February 2005, Association for Information and Image Management (AIIM)

# Trend towards outsourced solution?

- Most government agencies currently purchase capture and scanning technologies directly from the manufacturer
- However, most would prefer to purchase capture and scanning technologies from a company focused on an outsourced solution
- Trade-offs
  - Insourced solution – have direct control over infrastructure, must have dedicated staff and justify large capital expenditure
  - Outsourced solution – provider manages infrastructure and staffing to meet service level agreements, cost based on usage

Source: "Capture and Scanning in Government" Survey, February 2005, Association for Information and Image Management (AIIM)

# If You Outsource -- What should you look for in an ECM provider?

- System that allows for flexibility and scalability
- High percentage of automated data capture through character recognition
- Comprehensive reporting
- Ease in form template creation and modification
- Secure, web-based access
- Fixed pricing



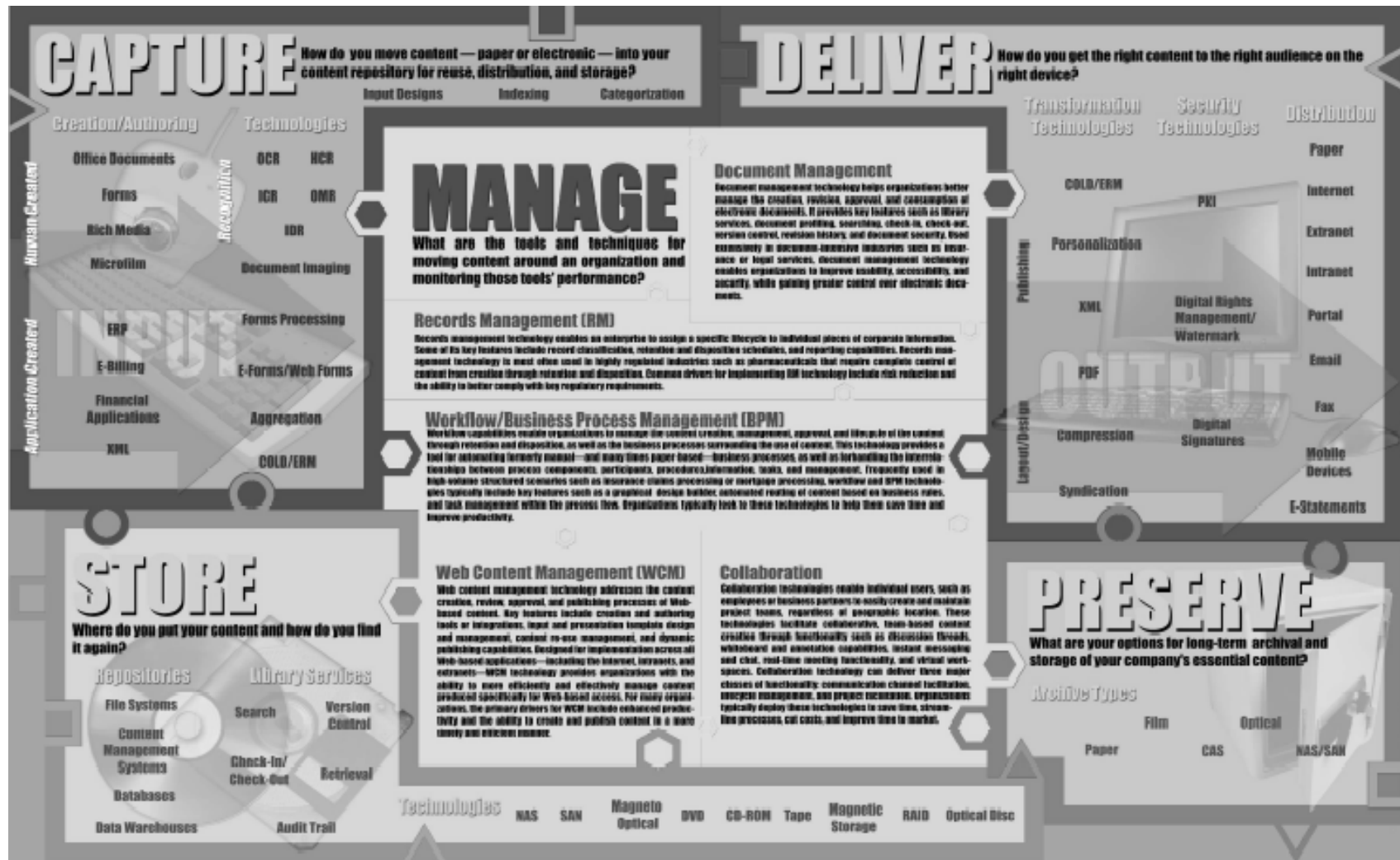
# What are other governments saying?

- “I receive electronic images of all paper documentation and don’t have to worry about documents being lost or damaged.”
- “I can create ‘electronic’ folders so that supporting documentation can be associated easily.”
- “I can view document images and make informed decisions quickly, without handling paper documents.”
- “I can search and retrieve information instantaneously!”
- “My staff’s productivity has been enhanced with decentralized access and online retrievals without geographical restrictions.”

# What else are other governments saying?

- “Data entry has been minimized.”
- “Exception processing caused by data entry error has been reduced.”
- “I can resolve customer service inquiries more quickly.”
- I have saved significantly on costs associated with paper storage and retrieval. No more costs for internal maintenance or upgrades!”
- “I like the security, control and disaster recovery.”
- “As an outsourced solution, I didn’t have to invest in software and hardware.”

# How does ECM work?



Source: Association for Information and Image Management (AIIM) and DocuLabs

# Step 1: CAPTURE CONTENT

- Consistent method of receiving, validating and processing applicant data regardless of format in which it is received (paper, scanned, "digital born")
- Optical character recognition/intelligent character recognition technology is used to capture the key data based on a template defined during implementation

Standard Form 180 (Rev. 06-80) (Page 1)  
Prescribed by NARA (36 CFR 1225.10(a)(6))

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OMB No. 1005-0028 Expires 9/30/2003

**REQUEST PERTAINING TO MILITARY RECORDS**

To ensure the best possible service, please thoroughly review the accompanying instructions before filling out this form. Please print clearly or type. If you need more space, use plain paper.

**SECTION I - INFORMATION NEEDED TO LOCATE RECORDS (Furnish as much as possible.)**

1. NAME (LAST, FIRST, MIDDLE) Thomas, Brian

2. SOCIAL SECURITY NO. 585-85-8585

3. DATE OF BIRTH 01-08-73

4. PLACE OF BIRTH Chicago

5. SERVICE, PAST AND PRESENT (For an official record, it is important to fill in as much as possible.)

6. SERVICE NUMBER (If unknown, write "unknown")

BRANCH OF SERVICE	DATE ENTERED	DATE RELEASED	OFFICER	ENLISTED	SERVICE NUMBER
a. ACTIVE SERVICE	<u>NAVY</u>	<u>07-01-76</u>	<u>03-13-03</u>	<input checked="" type="checkbox"/>	<u>unknown</u>
b. RESERVE SERVICE	<u>Army</u>	<u>08-01-93</u>	<u>08-27-96</u>	<input checked="" type="checkbox"/>	<u>unknown</u>
c. NATIONAL GUARD	<u>Army</u>	<u>07-01-91</u>	<u>07-25-93</u>	<input checked="" type="checkbox"/>	<u>unknown</u>

6. IS THIS PERSON DECEASED? ☒ NO ☐ YES

7. IS (WAS) THIS PERSON RETIRED FROM MILITARY SERVICE? ☒ NO ☐ YES

**SECTION II - INFORMATION AND/OR DOCUMENTS REQUESTED**

1. REPORT OF SEPARATION (DD Form 214 or equivalent). This contains information normally needed to verify military service. A copy may be sent to the veteran, the deceased veteran's next of kin, or other persons or organizations if authorized in Section III, below. NOTE: If more than one period of service was performed, even in the same branch, there may be more than one Report of Separation. Please indicate the date of the Report of Separation was issued, for which you need a copy.

☒ An UNDELETED Report of Separation is requested for the year(s) 1996 & 2003

This normally will be a copy of the full separation document including such items as the character of separation, authority for separation, reason for separation, reenlistment eligibility code, separation (SPD/SPN) code, and the date of separation. An undated version is sufficient to determine eligibility for benefits.

☐ A DELETED Report of Separation is requested for the year(s) \_\_\_\_\_

The following information will be deleted from the copy sent: authority for separation, reason for separation, reenlistment eligibility code, separation (SPD/SPN) code, and for separations after June 30, 1979, character of separation and dates of time lost.

2. OTHER INFORMATION AND/OR DOCUMENTS REQUESTED \_\_\_\_\_

3. PURPOSE (Optional - An explanation of the purpose of the request is strictly voluntary. Such information may help the agency answering this request to provide the best possible response and will in no way be used to make a decision to deny the request.) \_\_\_\_\_

**SECTION III - RETURN ADDRESS AND SIGNATURE**

1. REQUESTER IS:

☐ Military service member or veteran identified in Section I, above

☐ Next of kin of deceased veteran \_\_\_\_\_ (relation)

☒ Legal guardian (must submit copy of court appointment)

☐ Other (specify) \_\_\_\_\_

2. SEND INFORMATION/DOCUMENTS TO:

(Please print or type. See item 1 on accompanying instructions.)

Name Mary Thomas

Street 243 Munster St

City Chicago State IL Zip Code 62104

3. AUTHORIZATION SIGNATURE REQUIRED (See item 2 on accompanying instructions.) I declare (or certify, verify, or state) under penalty of perjury under the laws of the United States of America that the information in this Section III is true and correct.

Signature of requester (Please do not print) Mary Thomas

Date of this request 2-9-05 Daytime phone 773-356-7272

Email address thomas-m@msn.com

\*\* This form is available at [http://www.archives.gov/services/records/requests/standard\\_form\\_180.pdf](http://www.archives.gov/services/records/requests/standard_form_180.pdf) on the National Archives and Records Administration (NARA) web site.\*\*

# Scanning and verification

## Scan paper transactions

- Ability to scan various size/shape documents, boxes, photos, and checks

## Forms recognition

- Auto-identify forms from a pre-defined 'form library'
- Recognize hierarchical forms associated to folders
- Recognize and handle situations where pages or required documents are missing

## Image cleanup and enhancement

- Automatically perform cleanup such as the following:
  - Reorients mis-oriented documents
  - Aligns and resizes image
  - Filters noise
  - Separate touching characters

## ICR/OCR for forms

- Distinguishes between form data and applicant data
- Recognizes constrained and unconstrained field

## Verification workflow

- Ability to configure capture workflow and process
- Ability to specify an automatic "push" of work to operators

## Step 2: MANAGE CONTENT

- You define the business rules that will be applied to the content
- Standard, ad hoc, balancing and management reports should be available

# Business rules processing and indexing

## Business rules processing/indexing

- Ability to validate captured data against other interfaces
- Ability to configure and add rules easily
- Ability to have parameter-based rules
- Ability to group transactions in queues based on various criteria

## Validation exception handling/data correction

- Recognize change of address on a form
- Allow an operator to classify correspondence and route it
- Allow operators to correct data immediately or send to an exception queue

## Indexing

- Determine how many data fields should be captured
- Search on the indexed fields
- Configure search screen by application or user group

# “Inside the image archive”

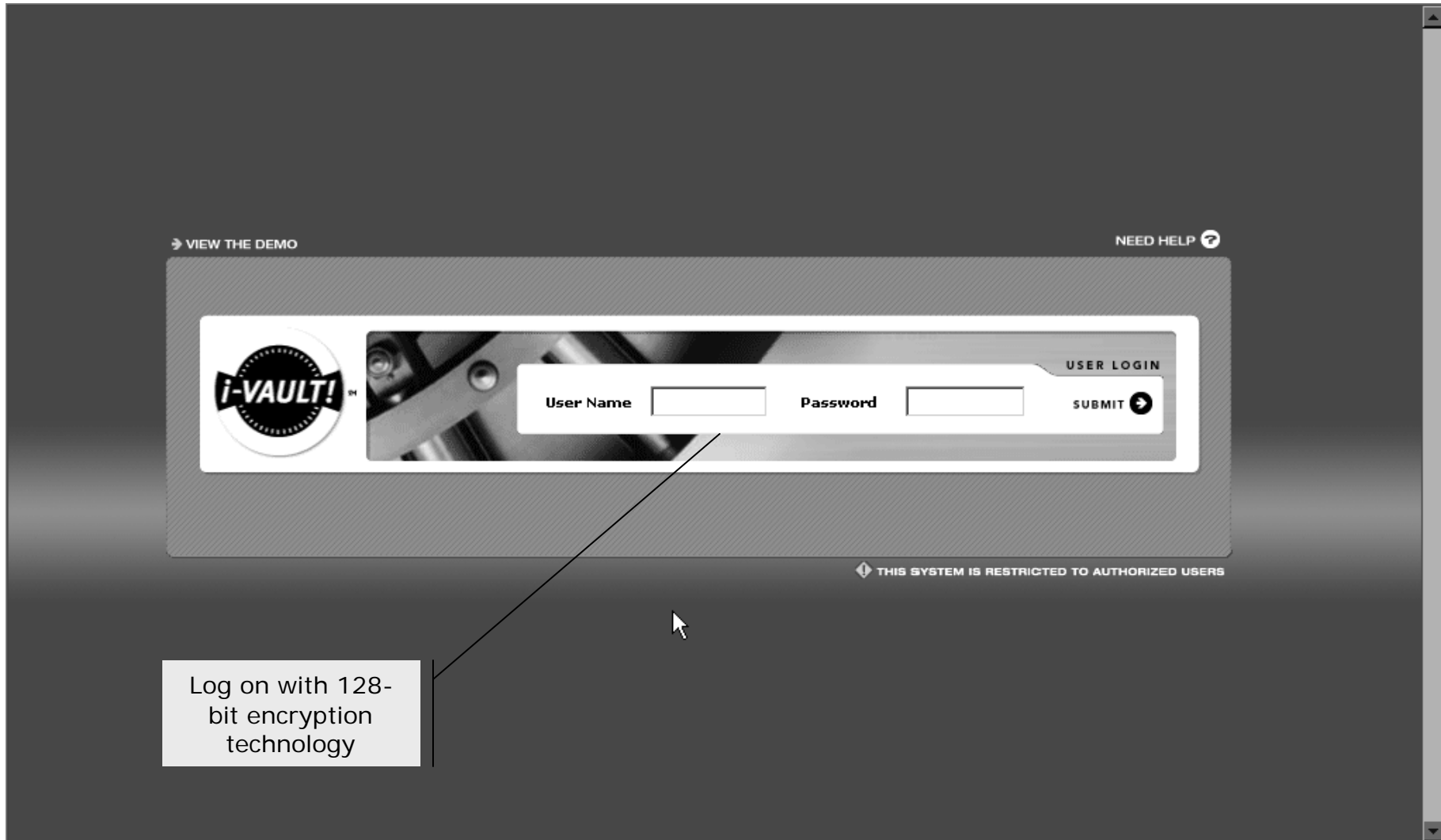
- Security
  - SSL 128-bit encryption technology
  - Passwords should expire every 90 days
  - System should time out after XXX minutes of inactivity
- Redundancy
  - Two hot-site archives



## Step 4: DELIVER CONTENT

- Customers should be able to securely browse and query data on the image archive system
- Three levels of security access and control are ideal
  - Agency security administrator
  - Group administrator
  - User

# User logon screen



# Search capabilities

The screenshot displays the JPMorgan i-VAULT search interface. At the top left is the JPMorgan logo. To the right are navigation tabs: 'FILE REQUEST' (with sub-tabs 'SEARCH' and 'MY VAULT'), 'MY TOOLS', and 'SUPPORT'. The 'SEARCH' sub-tab is active, showing a dropdown menu with 'GOVT' selected. A 'LOG OUT' button is in the top right corner. Below the navigation is a search bar containing the text 'GOVERNMENT DEMO APPLICATION'. To the right of the search bar is a 'NEED HELP ?' link. The main search area contains several fields: 'First Name' (Contains), 'Last Name' (Contains), 'Document Type' (Equal To, with a dropdown menu showing 'REQUEST FOR DRIVING RECORD'), 'Document Number' (Contains), and 'Processing Date' (Between, with date pickers for '01/01/00' and '04/03/06'). A callout box points to the 'Processing Date' field with the text 'You determine the index fields'. Another callout box points to the 'Document Type' dropdown with the text 'Set search preferences'. A third callout box points to the 'ACTIONS' section on the right with the text 'Further organize by saving the search or downloading results to a spreadsheet'. The 'ACTIONS' section includes buttons for 'BEGIN SEARCH', 'DOWNLOAD TO SPREADSHEET', 'SAVE SEARCH AS' (with a text input and 'SAVE' button), 'SAVE TO CASE' (with a dropdown menu showing 'Choose a case' and a 'SAVE' button), and 'RESET ALL FIELDS'. The bottom left corner of the interface says 'POWERED BY i-VAULT!'.

JPMorgan

FILE REQUEST  
SEARCH  
MY VAULT GOVT

MY TOOLS  
Select

SUPPORT  
Select

LOG OUT

Search: GOVERNMENT DEMO APPLICATION

\* Required field

First Name Contains

Last Name Contains

Document Type Equal To REQUEST FOR DRIVING RECORD

Document Number Contains

\* Processing Date Between 01/01/00 04/03/06

You determine the index fields

Set search preferences

DISPLAY

Maximum Results  
50

Order Results By  
Ascending

Sort Results  
First Name

ACTIONS

BEGIN SEARCH

DOWNLOAD TO SPREADSHEET

SAVE SEARCH AS  
SAVE

SAVE TO CASE  
Choose a case  
SAVE

RESET ALL FIELDS

POWERED BY i-VAULT!

# Choose an item to view after running a search

**JPMorgan**

FILE REQUEST  
SEARCH  
MY VAULT GOVT

MY TOOLS  
Select

SUPPORT  
Select

LOG OUT

Search: **GOVERNMENT DEMO APPLICATION**

NEED HELP ?

MULTIPLE-VIEW OPTIONS  
Records: 6 Page 1 of 1 1

FOR SINGLE VIEW CLICK ICON

	First Name	Last Name	Document Type	Document Number	Processing Date
<input type="checkbox"/>	DAVID	JOHN	REQUEST FOR DRIVING RECORD	MV-15	06/27/01
<input type="checkbox"/>	JOHN	SMITH	APPLICATION FOR DRIVERS LICENSE	MV-44	06/27/01
<input type="checkbox"/>	KAREN	SMALL	APPLICATION FOR DUPLICATE CERTIFICATE OF TITLE	MV-902	06/27/01
<input type="checkbox"/>	MARY	M		CP-62.1	06/27/01
<input type="checkbox"/>	MARY			MV-82	06/27/01
<input type="checkbox"/>	MICHAEL		CORD	DS-242.1	06/27/01

Select icon to view image in regular or print view.  
Check boxes to view multiple images at once.

Hit list is returned with all index field information.

POWERED BY **i-VAULT!**

# Viewing an image

**JPMorgan**

System can be branded with agency seal

LOG OUT

FILE REQUEST  
SEARCH  
MY VAULT GOVT

MY TOOLS  
Select

SUPPORT  
Select

Folder: **GOVERNMENT DEMO APPLICATION**

NEED HELP ?

ADD IMAGE TO MY LIBRARY

Name

Select a Project Folder

SAVE TO MY LIBRARY

Save image to a folder for easy viewing later on

Use plug-in to zoom, print, save, copy, paste, rotate, etc.

APPLICATION FOR DRIVER LICENSE OR NON-DRIVER ID CARD

PLEASE PRINT CLEARLY

I AM APPLYING FOR A ☒ Driver License ☐ ID Card ☐ Renewal ☐ Replacement ☐ Change ☐ Change out-of-state license for NY's license

NOTICE: If you are not registered to vote where you live now, would you like to apply to register? ☐ YES - Complete Voter Registration Application Section. If you are changing your address, would you like the Board of Elections to be notified? ☐ YES - Complete to Register/Re-register. Registered do not need to notify the Board of Elections of any change of address.

NEW YORK STATE DEPARTMENT OF MOTOR VEHICLES

THE NYSDMV DEPARTMENT HAS ESTABLISHED A REGISTRY FOR ORGANIZATIONAL MEMBERS. BY CHECKING THIS BOX YOU ARE AUTHORIZING THE DEPARTMENT OF MOTOR VEHICLES TO SEND YOUR NAME TO THE NYSDMV DEPARTMENT FOR INCLUSION IN THIS REGISTRY. THE NYSDMV DEPARTMENT WILL THEN SEND YOU MORE INFORMATION ON THIS EXCITING PROGRAM.

LAST NAME: SMITH FIRST NAME: JOHN MIDDLE NAME:

DATE OF BIRTH: 03/14/78 SEX: M HEIGHT: 5'7" EYE COLOR: BROWN SOCIAL SECURITY NUMBER: 982-46-7890

STATE LICENSE NO. (if known): 123456789

ADDRESS WHERE YOU GET YOUR MAIL: 123 Main St, New York, NY 10001

ADDRESS WHERE YOU LIVE (if currently in New York State): 456 Park Ave, New York, NY 10022

Have your name changed? ☐ Yes ☒ No Have your mailing address changed? ☐ Yes ☒ No Have the address where you live changed? ☐ Yes ☒ No

If "Yes", enter your former name exactly as it appears on your present license or non-driver ID card.

OTHER CHANGE: What is the change and the reason for it? (Leave blank if none)

Do you now have, or did you ever have, a New York driver's license? ☐ Yes ☒ No or a non-driver ID Card? ☐ Yes ☒ No

If "Yes", enter the identification number as it appears on the license or non-driver ID card.

Do you have a license from another state, or a Country, that is valid or that expired in the past year? ☐ Yes ☒ No

If "Yes", when was it issued? Date of expiration:

Type of License: ☐ Driver License ☐ Non-Driver ID Card

PLEASE COMPLETE AND SIGN PAGE 2

Signature: [Signature] Date: [Date]

STOPPED BY: ☐ Initial to inspect contents ☐ Inspected by: [Signature] ☐ Inspected by: [Signature] ☐ Inspected by: [Signature]

POWERED BY i-VAULT!

# Questions?

# Thank you for attending!

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